



JOB DESCRIPTION – Receptionist/ Clerical Assistant

Pay Scale \$10.00 - \$14.00 per hour – Full time Position

Major Duties:

The Receptionist/ Clerical Assistant acts as the principal communications for the Santa Rosa Band of Cahuilla Indians Community Center. The primary function of the Receptionist/ Clerical Assistant is to contribute in supporting the clerical needs of the day to day activities of the facility.

Work activities are to include but not limited to the following:

- Operate and answer telephone, screen and forward calls, providing information, taking messages and scheduling appointments.
- Monitoring sign-in sheets.
- Provide information to Tribal Members, supervisors, co- workers, and subordinates by telephone, in written form, e-mail, or in person.
- Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
- Transmit information or documents to tribal members, using computer, mail, or facsimile machine.
- Perform administrative support tasks such as proofreading, transcribing handwritten information, and other documents.
- File and maintain records.
- Provide information about establishment such as location of departments or offices, employees within the organization, or services provided.
- Collect, sort, distribute and prepare mail, messages and courier deliveries.
- Process and prepare memos, correspondence, travel vouchers, or other documents.
- Receive payment and record receipts for service.
- Observing, receiving and otherwise obtaining information from all relevant sources.

Knowledge:

- **Clerical** — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- **Computers and Electronics** — Knowledge of electronic equipment, and computer hardware and software, including applications and programming.

Skills:

- **Speaking** — Talking to others to convey information effectively.
- **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Service Orientation** — Actively looking for ways to help people.
- **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.
- **Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.
- **Getting Information:** Observing, receiving and otherwise obtaining information from all relevant sources.

All the duties will be performed in accordance with the Tribe's management policies, procedures and forms developed for Santa Rosa's management systems.

Qualifications:

- Education High School graduate or equivalent required.
- Must have valid Driver's License and reliable transportation.
- Must be bondable.

Experience:

Must have a minimum of one year experience; clearly indicating the skill and ability gained for: typing, knowledge of computer keyboard usage, ability and willingness to learn new software.

I have read and understand the Administrative Secretary job description:

Name _____ Date _____

